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**People  
Movers  
Moving  
& Handling**

Trainer Courses Ltd  
**Workbook**

## People Movers Trainer Update Scenario

Anne had worked as a homecare worker for the last three years; she enjoyed her job and got a great deal of satisfaction in helping those she cared for. The company Anne worked for was very proactive with the training they provided and Anne attended all the courses including the annual moving and handling training. Her most recent session had been only a month before where the main thrust had been on the importance of following the risk assessment in the care plans. Anne had completed her Level 3 Diploma in Health & Social Care and her employers were so impressed with her that they had recently agreed to fund her through a Level 5 Management Qualification with a view to promoting her in the future.

It was a Monday and Anne had just completed her first call of the day which was an hour with Doris and all was going well. Her next call to Richard was a double-hander because Richard needed moving with a mobile hoist. Anne arrived at Richard's home five minutes early and she expected her colleague June to arrive in time for them both to fulfil their duties.

On arrival Richard, who was lying on his bed, told Anne he was glad she was here because he desperately needed to use the commode. Anne explained that she would be unable to help until her colleague June arrived as it required both of them to use the mobile hoist. A few minutes later Richard pressurised Anne to help him saying that he would find it highly embarrassing if he soiled the bed.

Anne then made a decision that she would come to regret. She quickly took the mobile hoist off the charger and moved it to Richard's bed and after struggling to fit the sling by herself she felt a severe pain in her back. Undeterred she continued and fitted the sling to the spreader bar of the hoist. She successfully raised Richard and lowered him onto his commode. Anne then went to remove the sling from the spreader bar and found that the straps were still tort. She tried to lower the spreader bar further using the control, but found that the hoist had failed and would not lower further. Instead of using the emergency release mechanism to lower the spreader bar she pushed down on one side and managed to get the sling loop off. With the tension off this loop tension was transferred to the other loop and the spreader bar swung around and smashed into Richard's face. Richard lost a tooth and his face began to swell. Anne slumped into a chair, the pain in her back now increasing.

At that point her colleague June arrived at the house on time and Anne explained to her what had happened!

(The events from this scenario are a combination of mistakes that carers have made in a variety of incidents and are not related to a single incident. All names in the scenario have been changed and do not relate to any individual).



**What legislation did Anne not comply with when she undertook the move with Richard?**

**Trainer Guidance Note**

The main legislation you need to get your participants to be covering here are:

Health & safety at Work (Etc.) Act 1974 and the Manual Handling operations Regulations

Your participants may also come up with other legislation covering care standards, health & safety, etc. If relevant to the question accept the answer, but make sure that they all agree on the two main pieces of legislation.

Reinforce if necessary by showing multimedia numbered slides from the standard course.



**There may be a prosecution due to this incident.  
Discuss who you think could be prosecuted  
(employer or employee) and who would be  
responsible for bringing any court action.**

**Trainer Guidance Note**

Get agreement from your participants that the person who could be prosecuted would be Anne.

Get agreement from your participants that the employer would be unlikely to be prosecuted as he had done everything reasonably expected of him.

Get agreement that it would be the Health & Safety Executive (HSE) who would bring court action.



**Anne did not undertake any checks on the hoist before using it. What are the 13 checks she should have made?**

### **Trainer Guidance Note**

1. Has the hoist been serviced within the last six months
2. Is the hoist charged and ready for use
3. Is the hoist clean
4. Do the legs on the hoist move in and out
5. Is there any obvious damage to the hoist
6. Does the emergency stop button operate correctly (where fitted)
7. Are clips on the spreader bar undamaged
8. Are there any hydraulic oil leaks
9. Do staff know the location of emergency release measures for the hoist
10. Do the hoist wheels move smoothly
11. Do the brakes work
12. What is the SWL (safe Working Load) for the hoist
13. Is there any damage to wiring

These are general checks, but each hoist is different and may have additional checks that need to be carried out.



**Anne injured her own back through trying to fit the sling by herself. How could carers injure their backs in other situations?**

### **Trainer Guidance Note**

Your participants will come up with a range of ways they can hurt their backs.

Your participants may come up with areas of their work where they are experiencing back pain. If so make a note of it and report it to a senior member of the organisation to action.

Get agreement from your participants that they should be following the Do's and Don'ts outline in their earlier session of training.

Reinforce if necessary by showing multimedia numbered slides from the standard course.



**With regard to the risk assessment that the employer had put in place what would you expect there to be with regard to Richard's movement on the mobile hoist?**

**Trainer Guidance Note**

Your participants will come up with a range of things that would appear.

Key Areas here are:

Type of hoist

Types of slings

Richards weight in relation to the hoist

If it is a mobile hoist the fact that it will require two care workers.

Etc.



**Anne has now suffered a back injury. Why would she find it difficult to claim compensation from her employer?**

### **Trainer Guidance Note**

Get agreement from your participants that Anne would find it difficult because:

- She did not follow her training
- She ignored the care plan
- She ignored the risk assessment
- She was qualified and should have known better
- Etc.



**What are the issues with regard to ‘Safeguarding’ within this scenario?**

**Trainer Guidance Note**

Get agreement from your participants that Anne apart from putting herself at risk had also put Richard at risk. Therefore it would be a safeguarding issue and would need to be reported.



**What impact will this incident have on the employer?**

**Trainer Guidance Note**

Get agreement from your participants that although the employer would not get prosecuted by the HSE he/she will still have costs:

- Loss of company reputation
- Investigating costs associated with the accident
- Time taken dealing with regulators and local authorities
- Possible compensation claim from Richard if he had been injured
- Dealing with solicitors and insurance claims
- Replacement costs while Anne is suspended / off sick
- Etc.

Ensure your participants are aware that the employer, who done his/her best to ensure everyone's safety, will find the incident a costly one.



**What impact will this incident have on Anne?**

**Trainer Guidance Note**

Get agreement from your participants that the impact on Anne will be:

- Possible loss of job
- Possibly never being able to work in care again
- Promotion hopes shattered
- Loss of reputation with employer and colleagues
- Back problems for the rest of her life
- Etc.



**What should have happened that would have ensured that this incident did not happen?**

**Trainer Guidance Note**

Get agreement from your participants that Anne could have explained to Richard that it would not have been an embarrassment to her if he soiled the bed and that she could not hoist him alone because it would put both of them at risk of injury.